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Federal Communications Commission
Office of the Secretary

June 23, 2005

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW, Room TW-B204
Washington, DC 20554

RE: CG Docket 03-123
Telecommunications Relay Service (TRS) Consumer Complaint Logs

Dear Ms. Dortch:

This letter is in response to the Federal Communications Commission's (FCC) requirement that states and TRS providers maintain a consumer complaint log regarding all TRS complaints in their state (47 C.F.R. § 64.604). Verizon Delaware Inc. is the state contact for any TRS issue in Delaware. Eloise Murphy is Verizon Delaware's assigned expert. From the period of June 1, 2005 to December 31, 2005 AT&T was Verizon's contracted vendor for TRS service. AT&T provided monthly complaint logs to Verizon and the Delaware Public Service Commission. Teresa Feeney of AT&T Relay Services was the TRS Account Manager. The Complaint Log was submitted directly to the FCC by AT&T. A hard copy and copy on disk of the Complaint Log Summaries from AT&T for Delaware are also included with this letter. Beginning on January 1, 2006 to the present, Sprint is now Verizon's contracted vendor for TRS in Delaware. Karl Ewan is the Account Manager for Delaware Relay. A hard copy and copy on disk of the Complaint Log Summaries from Sprint for Delaware Relay are also included with this letter.

Pursuant to 47 C.F.R. § 64.604(c)(2)(i), Constance A. Welde at the above address is the designated TRS person for the Delaware Public Service Commission to receive TRS complaints and inquiries, etc. Ms. Welde's telephone number is (302) 739-3227 Ext. 17 and her email address is constance.welde@state.de.us. The Delaware Public Service Commission received no consumer complaints, grievances, inquiries or suggestions in the past year regarding TRS. Therefore, it has no summary complaint log to file with the FCC.

Sincerely,

Constance A. Welde
Public Utilities Analyst
Delaware Public Service Commission

Cc: Pam Gregory, Consumer and Governmental Affairs Bureau (via email)
Karl Ewan, Sprint- Delaware Relay (via email)
Eloise Murphy, Verizon Delaware Inc. (via email)

Delaware Relay Service – January 1st, 2006 through May 31st, 2006

1. Total Number of TRS complaints: 2

AT&T RELAY SERVICES
DELAWARE
2006 ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006

5/23/2006	2005							2006					
DELAWARE	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	TOTAL
VOICE	0	0	0	0	0	0	0						0
TTY	0	0	0	0	0	0	0						0
TOTAL	0	0	0	0	0	0	0	0	0	0	0	0	0

Note: Service transitioned to new provider as of Dec. 31, 2005.

AT&T RELAY SERVICES
DELAWARE
ANNUAL SUMMARY OF CONSUMER COMPLAINTS
June 1, 2005 through May 31, 2006
Complaint Summary by Category

5/23/2006	2005							2006					
Category	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Total
Transparency	0	0	0	0	0	0	0						0
Confidentiality	0	0	0	0	0	0	0						0
Verbatim	0	0	0	0	0	0	0						0
Typing Issues	0	0	0	0	0	0	0						0
In Call Replace	0	0	0	0	0	0	0						0
Answer Performance	0	0	0	0	0	0	0						0
Gender Accommod	0	0	0	0	0	0	0						0
Total	0	0	0	0	0	0	0	0	0	0	0	0	0

**Delaware Relay Log
2 Complaints**

Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
03/16/06	Customer reaches DE Relay using 711. Agents will not connect his calls because their origin and destination numbers are both in Washington DC. Customer is a translator for the Federal government (SEC) and must serve deaf clients in Emergency situations 2C he needs 711 to access relay via his sidekick during emergencies. Customer is very familiar with service issues through actual participation in Sprint contract negotiations as an ASL Interpreter for Federal Government. He stated that his problem has been shared by his co-workers since march. He is not interested in resolution through local relay center 2C hopes for	03/16/06	Issue is not a technical problem, account manager to contact with resolution changing problem code to miscellaneous. Account Manager sent e-mail to customer explaining that Sprint is actively working on wireless applications.
04/28/06	Operator 6087 had too many typing errors and used too many spaces between words too difficult to follow. Thanked customer for letting us know	04/28/06	Advised agent so slow typing speed to avoid typo errors and to use elipses rather than lots of spaces to show pauses in mid conversations. Customer satisfied.

To: Pam Gregory
FCC Consumer & Governmental Affairs Bureau

Attached please find copies of the TRS Complaint Logs filed for the State of Delaware.

Connie Welde

Connie Welde
Delaware Public Service Commission
861 Silver Lake Boulevard
Cannon Building, Suite 100
Dover DE 19904
Phone: (302) 739-3227 Ext 17
Fax: (302) 739-4849
Email: constance.welde@state.de.us